

## **COVID-19 Procedures for Reopening CNRG**

The Computer and Network Resource Group (CNRG) will be open from 8:00 AM until 8:00 PM, Monday through Saturday.

### **Obtaining Support**

Should anyone need support, we need a request to be submitted either by emailing [help@igb.illinois.edu](mailto:help@igb.illinois.edu) or calling the CNRG support number at 333-4854. This will allow CNRG staff to attempt a remote resolution of the issue or prepare properly before an in office visit. CNRG may use Skype for Business, Zoom, or TeamViewer to try and resolve issues remotely.

### **In Person Support**

If in person support is necessary, everyone involved take proper precautions to prevent viral transmission. To begin, all involved in the in person meeting must wear a mask and wash their hands before and after the meeting. Additionally, on a case by case basis, it may be appropriate to wear disposable gloves that are available and/or disinfect devices with a 70% alcohol solution that is provided by CNRG.

### **Creating New IGB Accounts**

To create an IGB account, please email [help@igb.illinois.edu](mailto:help@igb.illinois.edu) Once we receive your message, we will create your account and send instructions for resetting your password with your campus AD password. If a new user does not have a campus account, please let us know.

### **Computer Classroom**

For the foreseeable future, the IGB computing classroom will be closed. This includes any reservations that would have been for the Fall semester of 2020.

### **Biocluster Training**

Due to the classroom being closed, all planned Biocluster trainings for the Summer have been canceled. Once the classroom is available again, we will publish a new schedule of Biocluster training dates. If someone would need training before that can occur, the recording of the last training is at:

<https://vid.igb.illinois.edu/engage/theodul/ui/core.html?id=3402d5b6-f22e-4629-9522-8dade35779fc>

### **Poster Printing**

Due to the changes in schedule, if you have a rush order to print, please let us know as soon as possible by emailing [help@igb.illinois.edu](mailto:help@igb.illinois.edu) in advance of your poster submission. This way we can plan to have someone available to print your poster in the time needed.